



## Terms of Reference for Case Management Worker

### TEAM PURPOSE:

To provide Case Management (CM) services for children at-risk and/or survivor of violence, abuse, neglect or exploitation and collaborate with other sectoral streams within the Child Protection in Emergencies response to the Forcibly Displaced Myanmar Nationals crisis in Cox's Bazar, Bangladesh.

### JOB PURPOSE:

To deliver Case Management services in a timely and appropriate (quality and scale) manner to child survivors of violence and children at-risk to violence, abuse, neglect and exploitation. Case Management Workers should work with Community Volunteers and provide them capacity building.

**Duration:** 9 months (with the option for extension)

**Job Location:** Teknaf sub-district in Bangladesh

**Reporting to:** Case Management Coordinator

### RESPONSIBILITIES AND TASKS

#### 1. Ensure quality implementation of the CM component of the CPIE response

- In collaboration with the Case Management Coordinator and other Case management officers, implement Case Management in accordance to Standard Operating Procedures at the Cox's Bazar level, and the Inter-agency Guidelines on Case Management and Child Protection as well as the inter-agency CM Tools and Flow Chart.
- Disseminate information, provide support and advocacy to individuals and families
- Identify and register cases, conduct Rapid and Comprehensive Assessments of children in need/risk, prepare and implement case plan, make referrals to relevant services, follow up and close cases when appropriate. Organize case conferences with other actors when needed.
- Maintain case management database and record case accurately and properly in the Information Management System.
- Contribute to regular update of service mapping, liaise with other internal/external services, agencies through referral pathway and coordinate cases within the framework of inter-agency cooperation.
- Participate in team meetings, weekly one-one supervision with CM Team Coordinator
- Collaborate with FTR team, ensure that referrals are clearly documented and that services are provided to Unaccompanied and Separated Children and Orphaned Children.
- Provide regular updates to CM Coordinator on the progress of the implementation, challenges faced, and additional support needed.
- Participate in trainings offered by Plan International and within the Inter-Agency coordination

#### 2. Staff Capacity Building

- Design and facilitate capacity development activities/ training for volunteers in the areas of CM guiding principles, identification, registration, case planning, referrals, follow-up, and case closure, communicating with children, identification of signs of abuse, working with community structures, providing psychological first aid, etc.
- Provide on-the-job coaching and support to the volunteers.

### DIMENSIONS

1. **Budget/Asset Management:** This role does not have a delegated authority for expenditure. However, he/she needs to monitor expenditure on CM-related interventions implemented by Plan and the partner organization for relevant projects.

2. **Direct and Indirect Reports:** The position holder will report to the CM Coordinator and directly manage community volunteers.
3. **Communications Requirement:** The CM Worker will work in close collaboration with the following individuals:
  - a. Case Management Specialist and Case Management Advisor
  - b. CPIE response team
  - c. CM Coordinator and CPIE Project Manager
  - d. Plan International Bangladesh's National Child Protection Advisor
  - e. Other sector colleagues (ex: education, WASH, etc.)
4. **Risk Management:** He/she will take a proactive stance in identifying and mitigating exploitation and abuse and follow Plan International's Child Protection Policy and code of conduct.
5. **External Representation:** None.
6. **Area of Responsibility:** Ensures technical implementation of CM in Cox's Bazar.

## CORE COMPETENCIES

### Technical Skills

- Previous experience working in Case Management services provision.
- Bachelor degree in social work, psychology, social sciences or related field.
- Good knowledge and understanding of humanitarian principles and established international child protection minimum standards.
- Experience in implementing programs focusing on: working with vulnerable children, social work with children and families, working with child survivors of violence, children outside of parental care, psychosocial support, etc.
- Proven project management skills, including in monitoring and evaluation for child protection projects is preferable.
- Proven experience of providing training and capacity building on child protection technical areas with a variety of audiences is preferable.

### Skills and Behaviours

- Ability to work independently and as a team player who demonstrates leadership and is able to support and train local staff and also able to work with disaster affected communities in a sensitive and participatory manner.
- Well-developed written and oral communication skills. Able to communicate clearly and sensitively with internal and external stakeholders as a representative of Plan. This includes effective negotiation and representation skills.
- Works with trustworthiness and integrity and has a clear commitment to Plan's core values and humanitarian principles.
- Ability to operate effectively under extreme circumstances including stress, high security risks and harsh living conditions. Works and lives with a flexible, adaptable and resilient manner.
- Demonstrates awareness and sensitivity to gender and diversity. Have experience and the ability to live and work in diverse cultural contexts in a culturally appropriate manner. Has a capacity to make accurate self-assessment particularly in high stress and high security contexts.
- Is well planned and organized even within a fluid working environment and has a capacity for initiative and decision making with competent analytical and problem-solving skills.
- Knowledge of Plan policies and procedures, Sphere and the Red Cross/ NGO Code of Conduct. Requires general finance, administration, information management and telecommunication skills.
- About 1 year working in a humanitarian context - experience in working with refugees or IDPs is preferable.
- Fluency in Bangla (both reading and writing)
- Prior experience of working in greater Chittagong Division and knowledge of Chittagong or Rohingya language is required for this position.
- English proficiency a plus.